

ISO/IEC 20000 is NOT Scary!



About ITSM Academy



- Accredited Education
 - ✓ ITIL® Foundation
 - ✓ ITIL Foundation and Managers Bridge
 - ✓ ITIL Lifecycle, Capability and MALC
 - ✓ ITIL® Practitioner, Service Manager (V2)
 - ✓ Certified Process Design Engineer (CPDE)®
 - ✓ Microsoft Operations Framework (MOF) Foundation
 - ✓ ISO/IEC 20000 Foundation
 - ✓ PMI PMP Exam Prep
- Practical, Value-Add Workshops
 - ✓ Apollo 13 - an ITSM Case Experience™
 - ✓ Visible Ops: The Class
 - ✓ ITIL, MOF, ISO 20K Awareness
 - ✓ And More!
- Ft. Lauderdale, Dallas & Washington, DC - Public
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- Virtual Classes
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- Alumni Program
- PMI Global Education Provider
- Federal Government (GSA) Contractor
- Certified Woman-Owned
- Tens of thousands of learners trained since 2003
- ITSM Professional Diplomas

Welcome!

What is ISO/IEC 20000?

- An auditable international standard for service management that promotes an integrated process approach to effectively delivering IT Services that meet business and customer requirements



- It certifies effective processes
- It does not assess the quality of a service or product

ISO/IEC 20000 is applicable to all IT service providers (internal, external, shared).

ISO/IEC 20000 Structure

Part 1: Specification (Shalls) – 23 pages

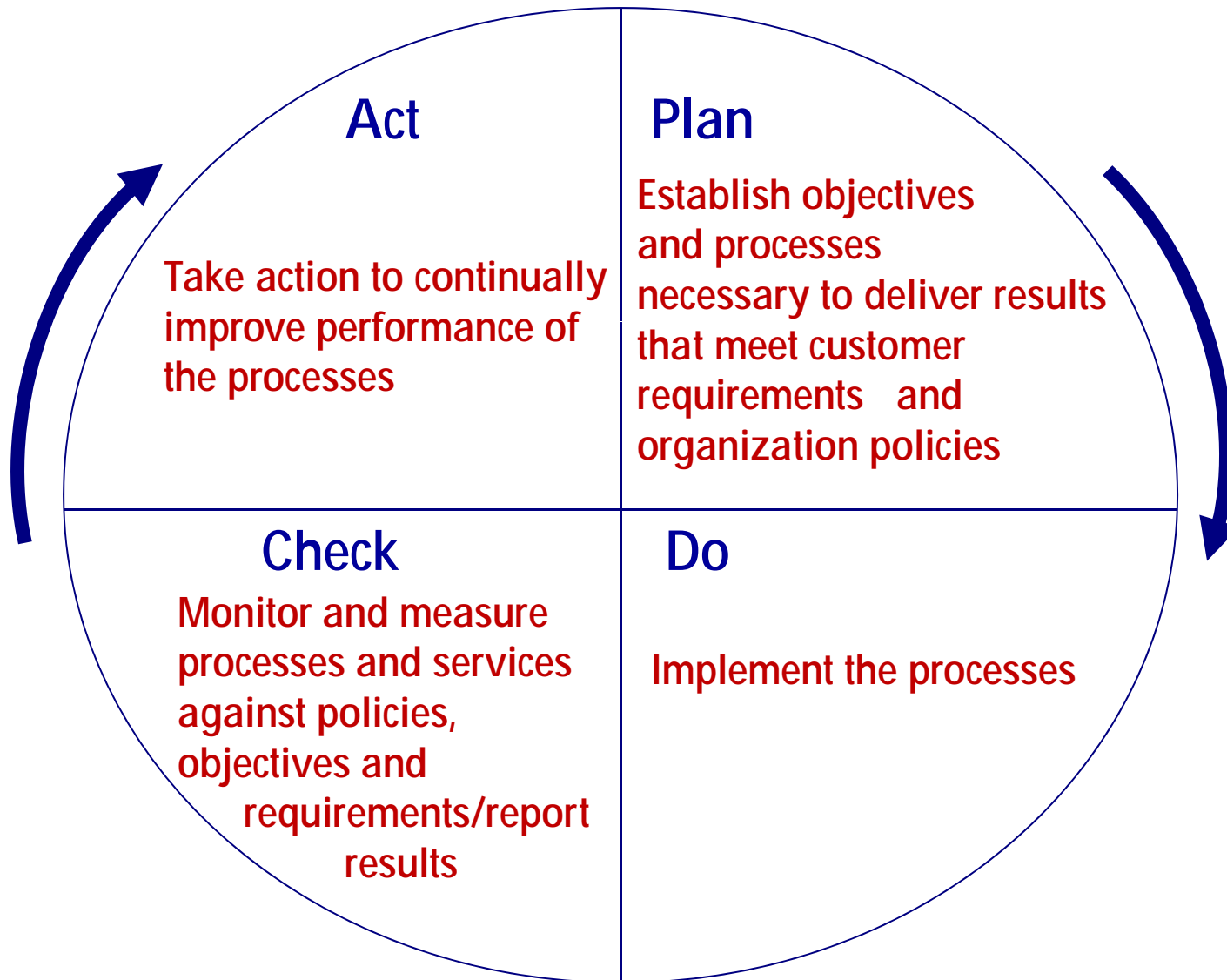
- Defines the minimum critical activities for effective service management processes
- Requires evidence of *all* process activities for certification

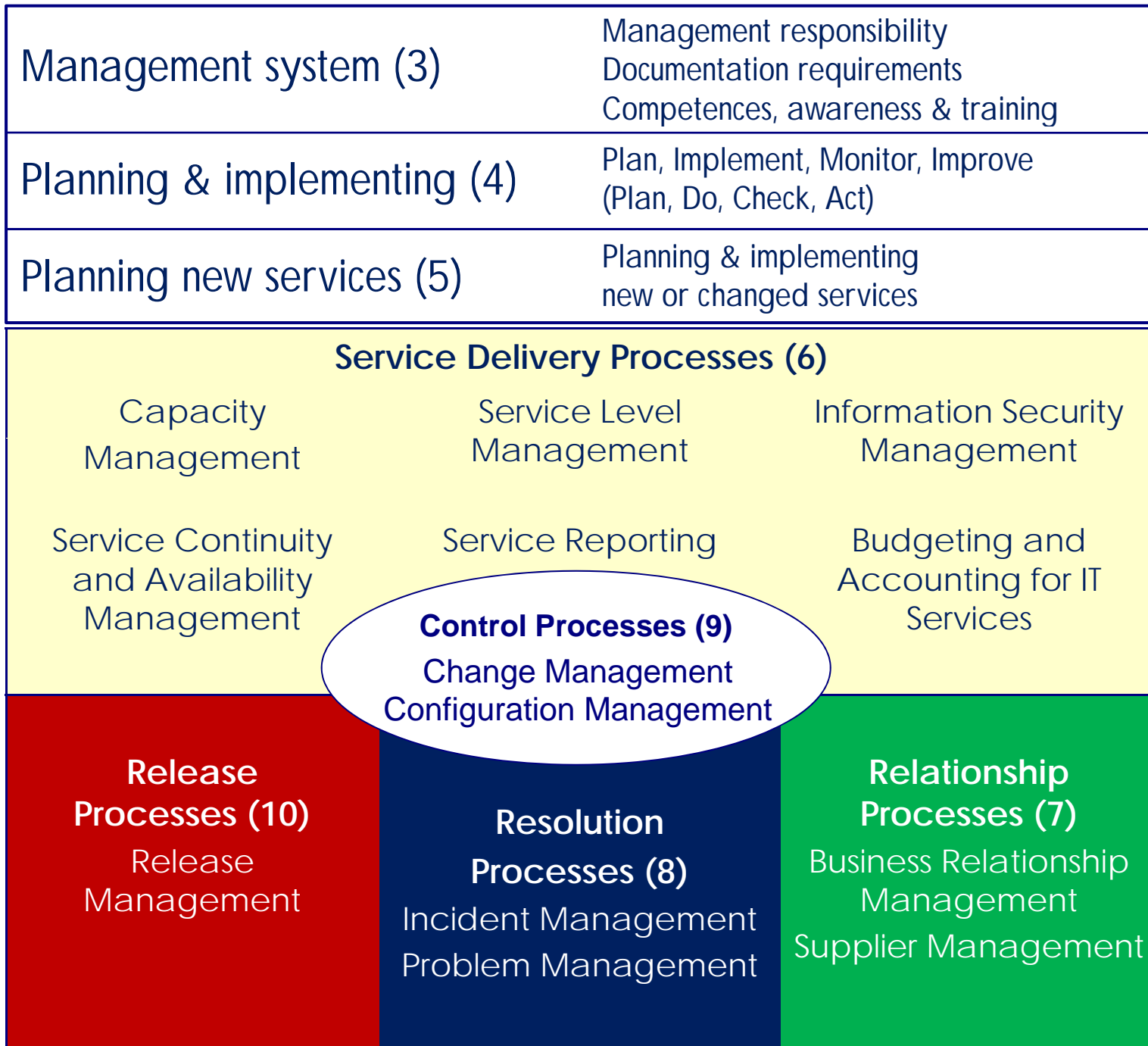
Part 2: Code of Practice (Shoulds) – 41 pages

- Describes ITSM best practices that support the requirements of Part 1
- Is not required to achieve certification

Part 3 provides guidance on scope definition, applicability and demonstration of conformance for service providers.

ISO20K is Based on P-D-C-A





ITIL and ISO 20K

- ITIL is a framework for defining and improving service management processes
- ITIL is one body of knowledge that can help meet ISO/IEC 20000 requirements (although not an exact match)
- ITIL is not auditable or prescriptive
- ISO 20K is an auditable international standard for service management
- ISO 20K provides an impartial benchmark for ITSM implementations
- ISO 20K improves documentation requiring evidence of intentions and activities (documents and records)



Together they ensure a sustainable program of continual service improvement.



Start of the Race or Finish Line?



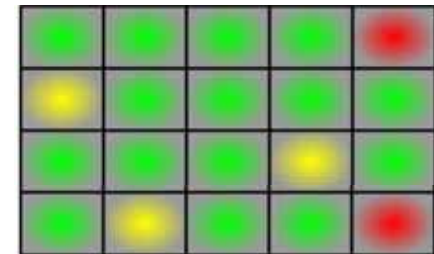
ISO 20K's minimum critical activities provide a scalable starting point



ISO 20K certification demonstrates effective, implemented processes

What are Minimum Critical Activities?

- Essential activities that *must* be performed to achieve effective service management
- Define the “what to do,” not “how to do it”
- Are not based on a single framework
- Provide a starting place to assess current practices
 - ✓ Red: not performing
 - ✓ Yellow: performing, but needs improvement
 - ✓ Green: performing successfully



Activities can be implemented using a combination of successful internal procedures and one or more ITSM frameworks (e.g., ITIL, MOF, COBIT).

Sample “Shall” Statements

Management shall communicate the importance of meeting service management objectives and need for continual improvement.

All suggested service improvements shall be assessed, recorded, prioritized and authorized.

Each service provided shall be defined, agreed and documented in one or more SLAs.

Procedures shall define the recording, prioritization, business impact, classification, updating, escalation, resolution and formal closure of all incidents.

The release policy stating the frequency and type of releases shall be documented and agreed.

Management with appropriate authority shall approve an information security policy.

Problem management shall be responsible for ensuring up-to-date information on known errors and corrected problems is available to incident management.

There shall be a policy on what is defined as a configuration item and its constituent components.

Requests for changes shall be assessed for their risk, impact and business benefit.

Source: ISO/IEC 20000 -1:2005

Sample “Should” Statements

- “The SLAs should include only an appropriate subset of the targets to focus attention on the most important aspects of the service.”
- “Incident management should be both a proactive and reactive process, responding to incidents that affect, or potentially could affect the service.”
- “A known error should not be closed until after successful resolution.”
- “Where an outage can be caused during normal service hours, the people affected should agree to the change before implementation.”

Source: ISO/IEC 20000 -2:2005



What are the Advantages?

- Overcomes the enormity of ITIL and other frameworks
- Provides an easy to digest roadmap
- Requires management support
- Is auditable (internally or externally)
- Uses surveillance audits to ensure continual service improvement
- Can neutralize political or cultural issues
- Improves documentation and tool usage
- It just makes sense!



Should Your Organization Get Certified?

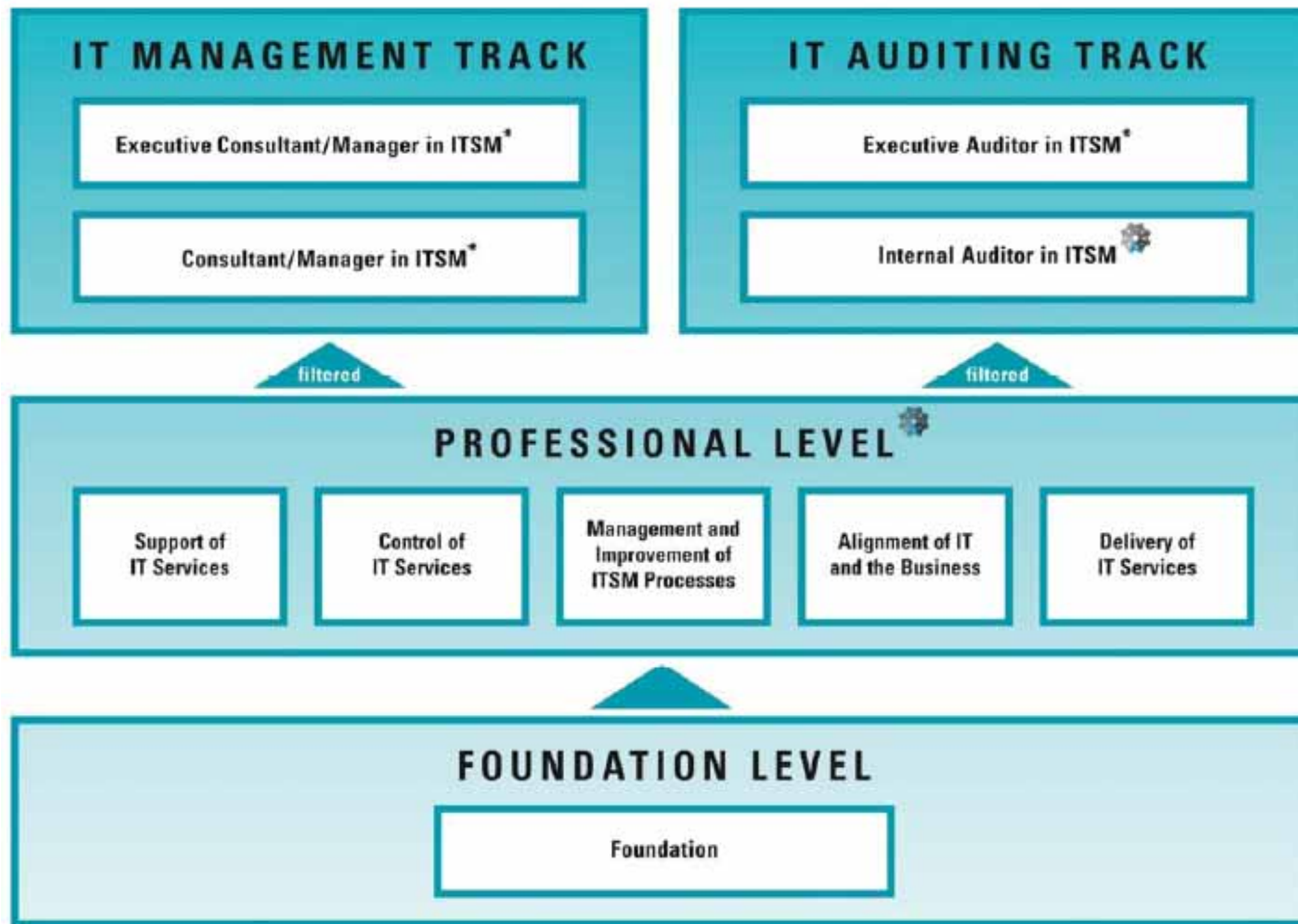
- Yes, if certification will
 - ✓ Offer competitive advantage
 - ✓ Meet client requirements
 - ✓ Achieve regulatory compliance
 - ✓ Provide a clear objective
 - ✓ Sustain continual improvement efforts



If a certificate is not significant to your business, management can still set an organizational goal of “self-certification” to give staff a measurable outcome.

How Can I Learn More? (1)

ISO/IEC 20000 Qualification Scheme



How Can I Learn More? (2)

ISO/IEC 20000 Special Interests Group (SIG)
<http://specialinterestgroups.itsmfusa.org>

Mission

To increase the visibility of the benefits achieved through the ISO/IEC 20000 standard and certification, enabling those seeking adoption of ISO/IEC 20000 or certification a knowledgeable roadmap.

INTERESTED IN BECOMING A MEMBER?
PLEASE CONTACT
iso-iec@itsmfusa.org

itSMF USA
CONNECT. LEARN. GROW.

How Can I Learn More? (3)

- www.ansi.org
- www.isoiec20000certification.com
- www.itsmfusa.org
- www.bsi-global.com
- www.takeanotherlook.it



Questions and Answers



Thank you for attending



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info@itsmacademy.com
www.itsmacademy.com
1. 888. 872. ITSM (4876)

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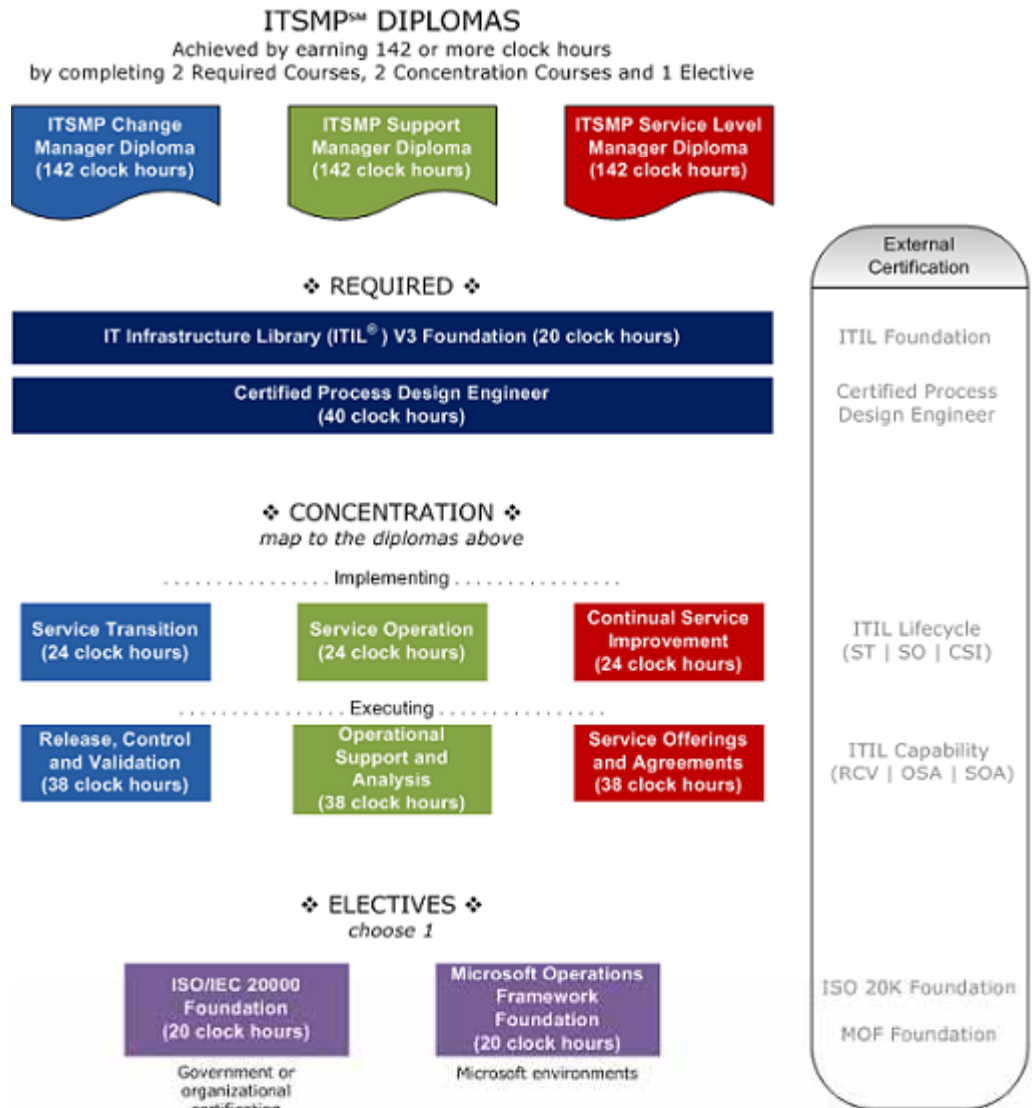
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On our website, this symbol



indicates courses which accrue clock hours toward a Diploma as:

- Change Manager •
- Support Manager •
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